Social Monitoring Report

PUBLIC

Semi-annual External Monitoring Resettlement Action Plan
January 2023 – June 2023
November 2025

Philippines: South Commuter Railway Project – Tranche 1

Prepared by the Department of Transportation (DOTr) for the Government of the Republic of the Philippines and the Asian Development Bank (ADB).

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North-South Commuter Railway Extension (NSCR-EX) Project

External Monitoring Resettlement Action Plan (SC)

SEMI-ANNUAL REPORT 1st HALF 2023

July 2024

DEPARTMENT OF TRANSPORTATION (DOTr)

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External Monitoring Report
For the period January – June 2023

Project No.
September 2023

South Commuter Rail Project (SCRP)

Prepared by Department of Transportation for the Asian Development Bank.

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1 Introduction/Overview

This fifth semi-annual External Monitoring Report presents the findings of the External Monitoring Agent (EMA) in its tasks of monitoring the implementation of the Resettlement Action Plan (RAP) for the South Commuter Railway Project (SCRP) covering the second half of 2023 (July to December 2023). As agreed with the DOTR, separate EMA reports will be prepared for the MCRP and SCRP starting on the 2nd half of 2022. It should be noted that the previous external monitoring for the SCRP has been integrated in the previous EMA reports and this is the first stand-alone EMA Report focusing on the SCRP. This report includes the issues that surfaced during RAP implementation and the resolutions/mitigating measures undertaken by the DOTr as the implementing agency to address such issues and concerns.

2 Project Background

The Government of the Philippines ("GOP") has requested the Japan International Cooperation Agency ("JICA") and the Asian Development Bank ("ADB") for financing assistance in the development and implementation of the North–South Commuter Railway (NSCR) project, a 163-km suburban railway network stretching from New Clark City in Tarlac province in the north to Calamba in Laguna province in the south of Manila. The completion of the project is expected to contribute to the sustainable development of the National Capital Region (NCR) and fast-growing urban areas in Regions 3 and 4-A while also improving its connectivity to international airports.

The Project is divided into two (2) phases - the NSCR Clark Extension (also known as the Malolos-Clark Railway Project, MCRP) and NSCR Calamba Extension (also known as the South Commuter Railway Project, SCRP). The project seeks to address the increasing demand for mass transportation not only in Metro Manila but also in neighboring provinces and cities/municipalities in Region 3 Central Luzon and Region 4-A CALABARZON. This will serve to address, in part, the traffic congestion and environmental concerns in the served areas. Further, the project will support economic activities in the said regions. A summary of the proposed project is shown below:

The south extension of the Project, the NSCR- Calamba Extension (also known as the South Commuter Railway Project or SCRP) on the other hand, will cover the 55.6 km section starting from Jose-Abad Santos Avenue to Calamba station up to the depot located in Barangay Banlic in Calamba City. There is a 1.3 km spur line from the main railway to the depot located in Barangay Banlic in Calamba. This depot has a distance of about 1.7 km east of the Banlic Station.

The implementation of the Project will entail involuntary resettlement impacts such as physical and economic displacement either severe or marginal and/or permanent and temporary as identified during the Feasibility Study and Environmental Impact Assessment phase of the project. To address potential project impacts, a social safeguard document such as the Resettlement Action Plan (RAP) was prepared (or being prepared for other segments of the project) containing policies and guidelines, action plan with budget and outlining resettlement objectives and strategies, compensation and entitlements, institutional linkages, and monitoring and evaluation to ensure that the standard of living of the Project Affected Persons (PAPs) are improved or at least restored to pre-project levels. Since the RAP is a requirement of international financing institutions to ensure project's compliance on social safeguard policies, an External Monitoring Agent is engaged to assess and evaluate the implementation of the Resettlement Action Plan.

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3 Scope/Coverage of the EMA Work

Generally, the key activities to be undertaken by the EMA on the RAP implementation will involve verification of the results of the internal monitoring of the DOTr and assess the adequacy of the process; assess the extent to which consultation and disclosure activities are inclusive, accessible and effective; verify the compensation and assistance; assess the appropriateness and effectiveness of the LRIP; review the effectiveness of the GRM; assess the adequacy of resettlement implementation, especially resettlement housing; among others.

Specifically, the TOR for the EMA for monitoring RAP implementation includes the following:

(i) Verify results of internal monitoring undertaken by the DOTR and assess adequacy of the process including replacement cost study and suggest any improvement measures as required.

(ii) Assess the extent to which consultation and disclosure activities are inclusive, accessible, and effective in conveying key information from RAP as well as provide conditions for PAPs to contribute to decision-making which affects them such as resettlement and livelihood restoration.

(iii) Verify that compensation and assistance has been provided in accordance with the requirements of the RAP through sample checking and consultation with stakeholders including PAPs.

(iv) Verify whether the implementing agency has explained restrictions pertaining to easement agreements including the right of refusal and that the PAPs are able to exercise allowable usage of the land subject to the easement agreement.

(v) Assess whether resettlement objectives are achieved, specifically, whether livelihood and living standards have been restored or enhanced.

(vi) Assess adequacy of resettlement implementation particularly resettlement housing.

(vii) Assess appropriateness and effectiveness of the Livelihood Restoration and Improvement Program (LRIP), accessibility of eligible PAPs to LRIP activities, and the program's effectiveness in restoring incomes and livelihoods at the household level.

(viii) Ascertain whether the social safeguards document or plan entitlements were appropriate to meet the objectives, and whether the objectives were suited to PAP conditions.

(ix) Suggest modification in the implementation procedures of the social safeguards' document or plan, if necessary, to the principles and objectives of the RAPs and resettlement frameworks.

(x) Review the method of calculation of compensation rates and assess whether it adequately meets the replacement cost and follows the policies and entitlement set out in the RAP.

(xi) Review the effectiveness of the Grievance Redress Mechanism (GRM), its accessibility and its responsiveness to resolving complaints;

(xii) Review of the implementation arrangements of the RAP and LRIP as part of the RAP.

(xiii) Recommend actions that will enable achievement of the RAP objectives and resolve problems through the corrective action plan.

(xiv) Prepare and submit to DOTr, JICA, and ADB the periodic External Monitoring Report (EMR) for review and disclosure in the JICA and ADB project websites; and

(xv) Temporary impacts due to construction will be monitored and reported as part of monitoring the Environmental Management Plan (EMP) and reflected in the required EMA monitoring reports.

In addition to the SCRP project alignment, areas of interest for the project are the resettlement sites for the affected households. Figure 1 presents the project alignment and Figure 2 shows the proposed resettlement sites for the SCRP.

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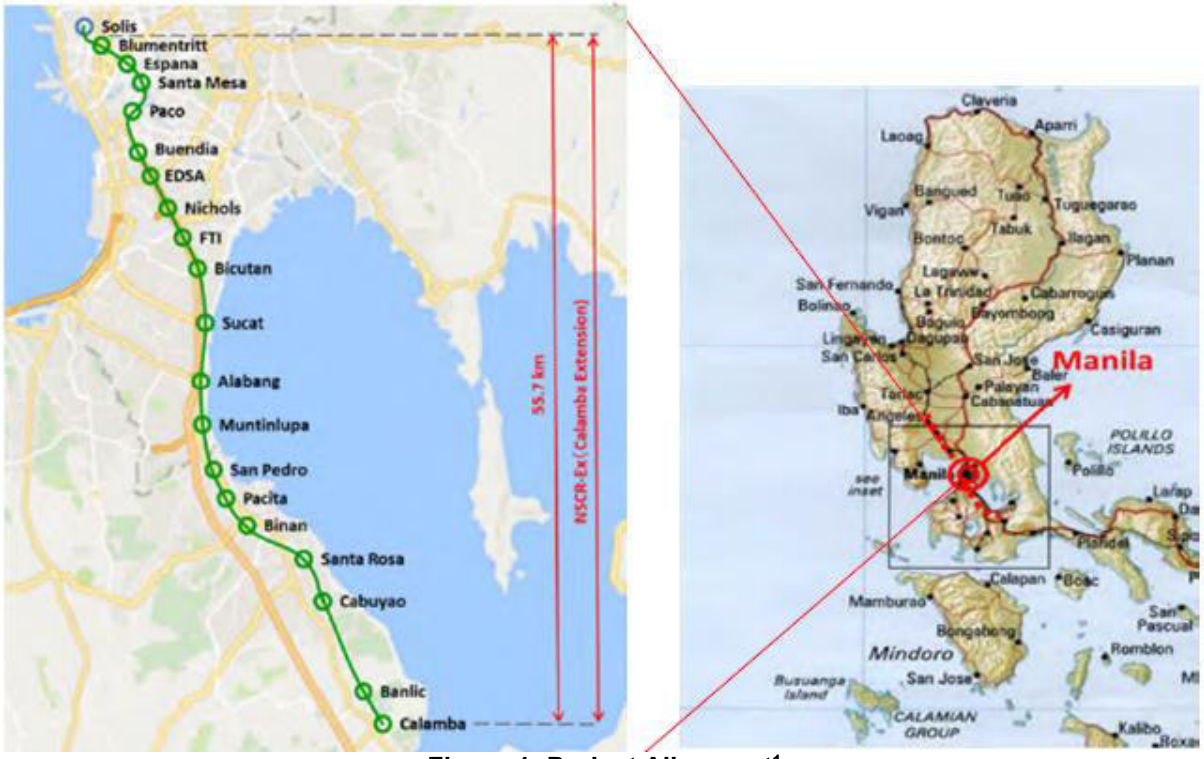

Figure 1: Project Alignment[1]

Figure 2: Proposed Relocation Sites for the Solis-Blumentritt Section (MNL Phase 1)[2]

[1] Source: Resettlement Plan Malolos-Clark Railway Project (Solis-Blumentritt Section) January 2022
[2] Source: Resettlement Plan Malolos-Clark Railway Project (Solis-Blumentritt Section) January 2022

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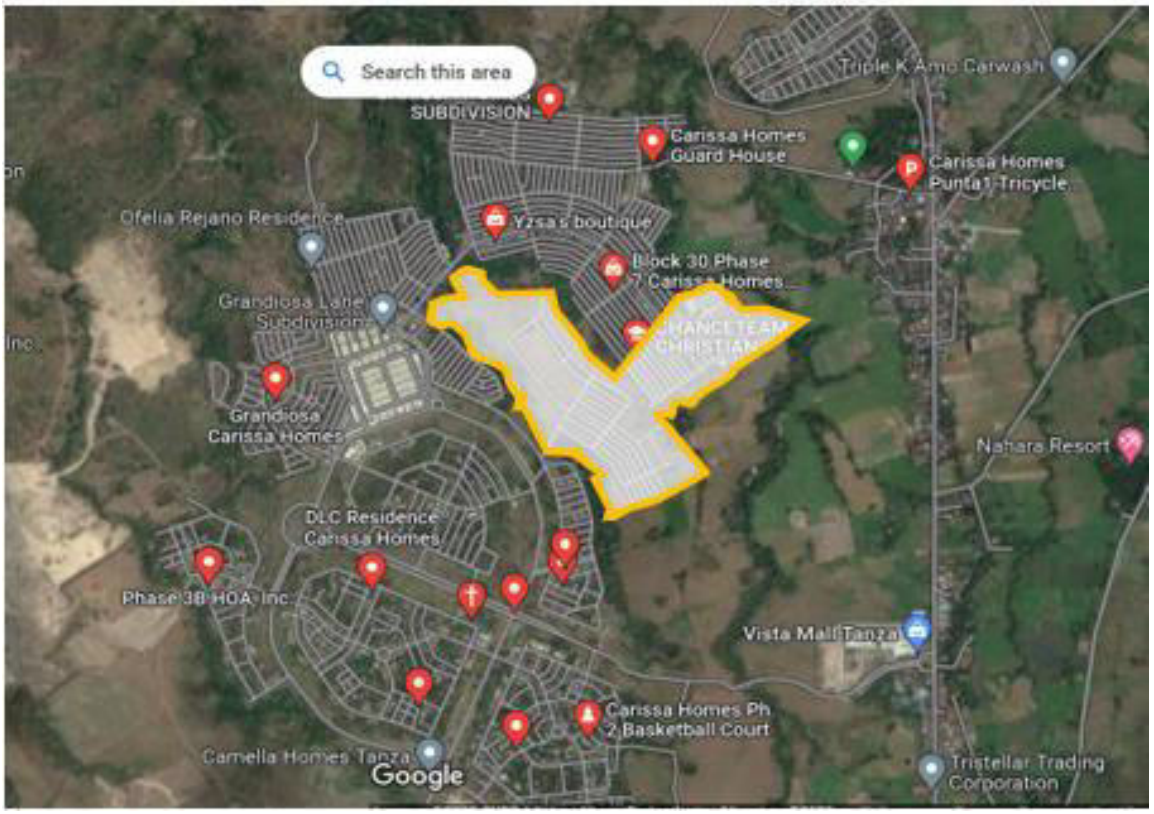

Location Map of Carissa Homes Phase 8, Tanza, Cavite

Location Map of Osorio Property in Trece Martires, Cavite of Osorio Property in Trece Martires, Cavite

Figure 3: Proposed Relocation Sites for the Blumentritt-Paco Section (MNL Phase 2)[3]

[3] Source: Resettlement Action Plan for Landowners, Non-Landowners and Non-Resident Business Owners, North-South Commuter Railway Project – Calamba Extension Manila 2 (Blumentritt-Paco Section), December 2022

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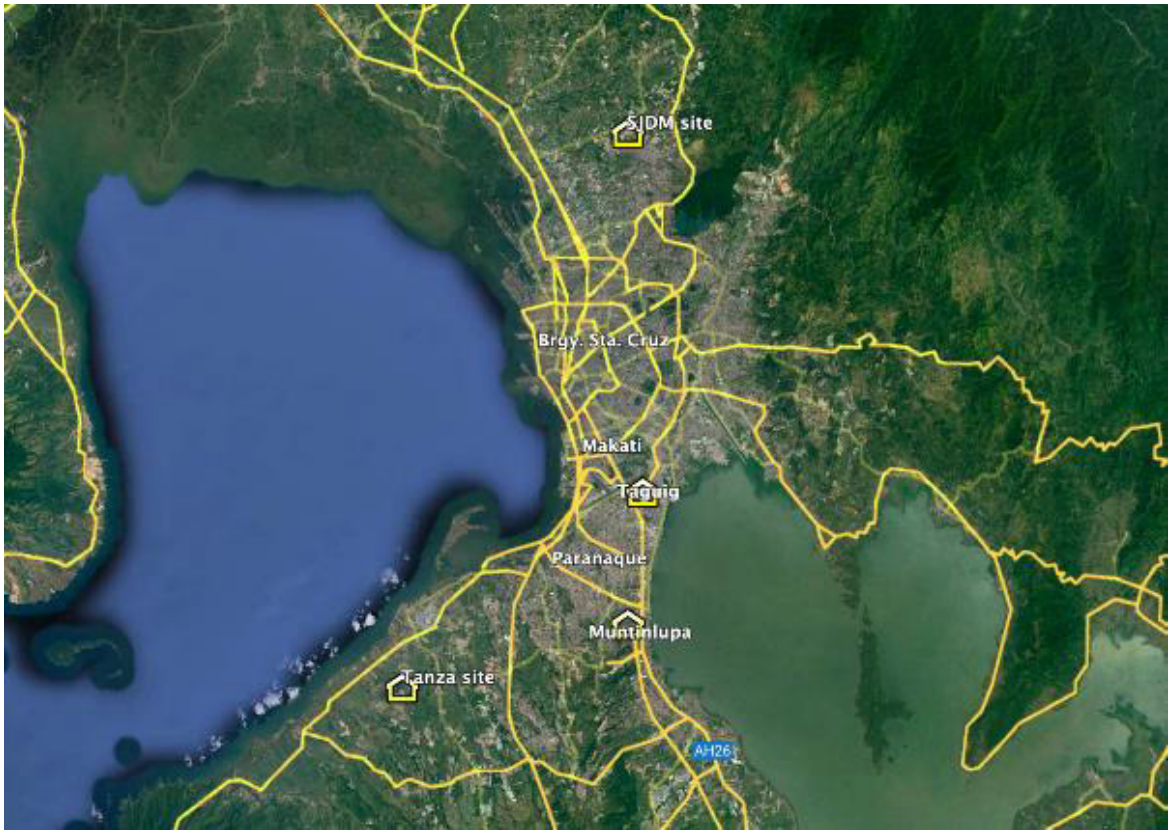
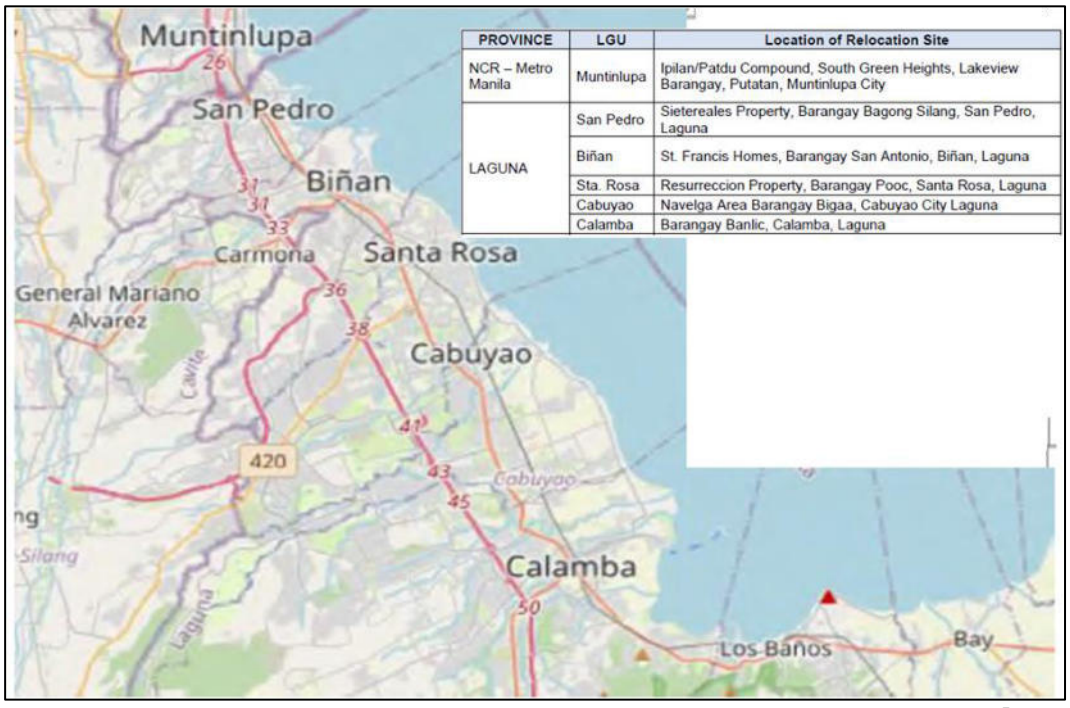


Figure 4: Proposed Relocation Sites for the AHs in Makati to Muntinlupa (Makati[4]



PROVINCE	LGU	Location of Relocation Site
NCR – Metro Manila	Muntinlupa	Ipilan/Patdu Compound, South Green Heights, Lakeview Barangay, Putatan, Muntinlupa City
LAGUNA	San Pedro	Sietereales Property, Barangay Bagong Silang, San Pedro, Laguna
	Biñan	St. Francis Homes, Barangay San Antonio, Biñan, Laguna
	Sta. Rosa	Resurreccion Property, Barangay Pooc, Santa Rosa, Laguna
	Cabuyao	Navelga Area Barangay Bigaa, Cabuyao City Laguna
	Calamba	Barangay Banlic, Calamba, Laguna

Figure 5: Proposed Relocation Sites for the AHs in Muntinlupa to Calamba[5]

[4] Source: Resettlement Action Plan for Landowners, Non-Landowners and Non-Resident Business Owners, North-South Commuter Railway Project – Calamba Extension (Makati-Buli Section), December 2022

[5] Source: Resettlement Action Plan for Landowners, Non-Landowners and Non-Resident Business Owners, North-South Commuter Railway Project – Calamba Extension (Muntinlupa-Calamba Section), June 2022

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4 Methodology

The objectives of monitoring the relocation component are to find out the status and the conditions of the relocatees at the relocation site, whether their conditions are restored to pre-project levels or changed for the better and if the beneficiaries are satisfied with their well-being at the resettlement sites.

5 External Monitoring Findings

5.1 Resettlement Monitoring

For this monitoring period, pending actual relocation of APs, the report will focus on the activities undertaken by the IA in the implementation of the Resettlement/Relocation component of the RAPs. Future monitoring will focus on the conditions of APs as resettlement activities progress.

5.1.1 Status of DED RAP

As of this reporting, 5 of the DED RAPs have been granted conditional approval.

Table 5-1: Status of DED RAPs

Contract Package	Area Coverage	APs	Approval
S-01	Manila PO Solis-Blumentritt	Landowners and Non-Landowners	Approved
S-02	Manila Phase 2 (Blumentritt to Paco)	Landowners and Non-Landowners	Conditional Approval
S-03	Makati to Buli, Muntinlupa	Landowners and Non-Landowners	Conditional Approval
S-03b	Senate-FTI Tunnel Section	Landowners	Conditional Approval
S-04 to S-07	Muntinlupa Area 1 to Calamba	Landowners	Conditional Approval
		Non-Landowners	Conditional Approval

5.1.2 Status of Institutional Arrangement

For this period, activities were focused on the creation and signing of the Memorandum of Agreement (MOA) for the creation of RAP Implementation Management Committees (RIMC) in each LGUs. To date, the draft MOAs has been sent to the LGUs of Paranaque, Muntinlupa, San Pedro, Biñan, Sta. Rosa, Cabuyao and Calamba for their comments and/or approval. LIAC meetings were conducted for Manila, Taguig, Parañaque, Muntinlupa, Biñan, Sta. Rosa and Calamba.

5.1.3 Status of Social Preparation

The validation of the masterlist is complete for all LGUs. The pre-qualification process for the validated HHs is currently completed for Manila PO and is on-going for all the other LGUs. Beneficiary Selection Arbitration and Awards Committee validation is on-going for all LGUs. In terms of the production of the final masterlist, the process is ongoing for the LGUs of Manila, San Pedro, Binan, Sta Rosa, Cabuyao, Calamba while it is not yet started for Makati, Taguig, Paranaque and Muntinlupa.

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5.1.4 Relocation/Resettlement Progress

The table below provides the summary of the AHs for relocation and their current status. This will be used as baseline and reference for the succeeding monitoring activities.

Table 5-2: Progress of Actual Relocation

LGU	TOTAL # AHs			NUMBER OF AHs DISPLACED																			
				SELF-RELOCATION				TEMPORARY ACCOMMODATION (RENTAL SUBSIDY)				PERMANENT HOUSING (SOCIALIZED)				PERMANENT HOUSING (ECONOMIC)				PUBLIC RENTAL FACILITY			
	TOTAL	MALE HEADED	FEMALE HEADED	TOTAL	MALE HEADED	FEMALE HEADED	PROGRESS (%)	TOTAL	MALE HEADED	FEMALE HEADED	PROGRESS (%)	TOTAL	MALE HEADED	FEMALE HEADED	PROGRESS (%)	TOTAL	MALE HEADED	FEMALE HEADED	PROGRESS (%)	TOTAL	MALE HEADED	FEMALE HEADED	PROGRESS (%)
Manila PO	492	374	118																				
Manila 2	3,182	2,106	1,076																	-	-	-	-
Makati	552	315	235																	-	-	-	-
Taguig	1,812	1,069	742																	-	-	-	-
Parañaque	137	80	57																	-	-	-	-
Muntinlupa	2,649	1,876	773																	-	-	-	-
San Pedro	618	453	165																	-	-	-	-
Biñan	2,313	1,557	756																	-	-	-	-
Sta. Rosa	663	467	196																				
Cabuyao	268	184	84																				
Calamba	2,191	1,467	724																				
Banlic (Calamba)	296	217	79																				
TOTAL	15,173	10,165	5,005	0	0	0	0%	0	0	0	0%	0	0	0	0	0	0	0	0%	0	0	0	0%

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5.1.5 Relocation/Resettlement Monitoring Indicators

In addition to the above, the resettlement monitoring indicators below will be included in future monitoring activities once relocation has been undertaken.

Table 5-3: Resettlement Monitoring Indicators

Monitoring Indicators	Basis for Indicators	Input and Output Indicators	Method for Data Collection
Effectiveness of Resettlement Planning	• Were the APs and their assets correctly enumerated? • Was the time frame and budget sufficient to meet objectives? • Were entitlements too generous? • Were vulnerable groups identified and assisted? • How did resettlement implementers deal with unforeseen problems?	**Output Indicators** * The difference / delay of resettlement activities compared to the original time frame. * The difference of cost of resettlement activities per APs compared to the original budget.	Review of Internal Monitoring Report/ Compliance Monitoring Review of Entitlement Matrix and Actual Compensation Paid

5.2 Benefits and Entitlement Monitoring

5.2.1 Introduction

In this project, the land acquisition and resettlement policies, especially the benefits and entitlements, are compliant with Philippine laws, rules and regulations, as well as internationally accepted standards set forth in the ADB's Safeguard Policy Statement (2009) and JICA Guidelines for Environmental and Social Considerations (2010), of which the latter conforms with and adopts the World Bank's Safeguard Policies.

This report evaluates the accomplishments on the Benefits and Delivery of Entitlements as contained in the Internal Monitoring Reports (IMR) and Quarterly Monitoring Reports of the NSCR-EX Project Management Office (PMO)- Department of Transportation in the SCRP (Solis-Calamba). The IMRs include the Semi- Annual Report covering the period January to June 2023.

5.2.2 Objectives

The objectives of monitoring the Benefits and the Delivery of Entitlements monitoring are as follows:

1. Monitor the benefits through.
    a. changes that have occurred in patterns of occupation, production and resources use compared to the pre-project situation.
    b. changes that have occurred in income and expenditure patterns compared to pre project situation.
    c. Changes in the cost of living compared to pre project situation.
    d. Changes in key social and cultural parameters relative to Monitoring Indicators Basis for Indicators/Checklist in living standards
    e. Changes that have occurred in vulnerable groups.
2. Monitor the delivery of RAP entitlements through.
    a. verifying the internal monitoring information
    b. the review and assessment of the effectiveness and sustainability of entitlements
    c. assessment of whether rehabilitation measures and entitlements are sufficient and compliant with the policies and entitlements set out in the RAP.
    d. the social safeguards document or plan entitlements –whether these were appropriate

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to meet the objectives, and whether the objectives were suited to AP conditions.

e. the review of the method of calculation of compensation rates and assess whether it adequately meets the replacement cost and follows the policies and entitlements set out in the RAP.
f. identification of problems or potential problems
g. the identification of methods of responding timely to mitigate and resolve problems.

5.2.3 Methodology

In consideration of the fact that the DED RAP for the South Section has only been recently approved and/or undergoing evaluation, this section will highlight the methodology, baseline conditions and monitoring indicators that will be utilized in the successful monitoring.

5.2.3.1 Primary Data Collection

The following instruments were prepared to gather primary data from the PAPs:

- Key Informant Interview (KII) Guide for the Case Study
- Benefits Monitoring Survey questionnaire for the APs
- Entitlements survey

Key Informant Interview (KII)

The KII Guide is intended for the Case Study of one relocatee or AP per relocation site. Aside from the personal information (name, gender, age, former address and occupation prior to relocation, current address and occupation, mobile number), their accounts on the strengths, weaknesses, opportunities, and threats (SWOT) of the project were asked in the KII. Key questions were:

- What are the strengths or advantages of being relocated? Explain with your experiences.
- What do you consider as weaknesses or disadvantages of being relocated? Explain with your experiences.
- What opportunities did you see in being relocated that you did not experience before? Explain with examples.
- What are the possible threats do you foresee to your being relocated? Cite examples.

Benefits Monitoring Survey of the Relocatees or APs

The benefits monitoring survey questionnaire for relocatees or APs includes questions on

- Personal information (name, gender, age, current address and occupation, mobile number),
- Changes in income and production patterns (occupation, sources of family income and monthly family income from –major and other sources, total monthly family income prior to and during relocation)
- Family expenditures (monthly) prior to and during relocation
- Social and cultural activities prior to and during relocation
- Benefits from the NSCR-EX Project

In addition, the indicators that will be used in the monitoring of the delivery of entitlements are shown in

Table 5-4 and **Table 5-5**

Table 5-4: RAP Monitoring Indicators for Delivery of Entitlements

Delivery of Entitlements	Indicator
	¬ Entitlements provided in light of the scale and category of losses set out in the entitlement matrix ¬ Status of disbursement in light of the planned schedule ¬ Identification of PAPs losing land temporarily, for example, through

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	soil disposal and the setup of borrow pits and contractors` camps ¬ Timely disbursement of the agreed transport costs, relocation costs, and any resettlement allowances as well as timely provision of income substitution support in light of the planned schedule ¬ Provision of replacement land plots ¬ Quality of new plots and issuance of entitlements such as land titles, resettlement contracts, and other agreements ¬ Restoration of social infrastructure and services ¬ Progress on income and livelihood restoration activities implemented as set out in the income restoration plan, for example, the status of replacement land utilization, commencement of production, the number of trained PAPs who land jobs disbursed microcredit loan amounts, and the number of assisted income-generating activities

Table 5-5: Basis/Checklist for Monitoring Indicators for Delivery of Entitlements

Delivery of Entitlements	The basis for Indicators/Checklist for the IMA	The basis for Indicators/Checklist for the EMA
	• Have all PAHs received entitlements according to amounts and categories of loss set out in the entitlement matrix? • Have PAPs received payments for affected structures on time? • Have all received the agreed transport costs, relocation costs, income substitution support and any resettlement allowances, according to schedule? • Have all replacement land plots or contracts been provided? Was the land developed as specified? Are measures in the train to provide land titles to PAHs? • How many PAPs resorted to expropriation? • How many PAP households have received land titles? • How many PAPs have received housing as per relocation options in the RAP? • Does house quality meet the standards agreed? • Have relocation sites been selected and developed as per agreed standards? • Are the PAPs occupying the new houses? • Are assistance measures being implemented as planned for host communities? • Is restoration proceeding for social infrastructure and services? • Are the PAPs able to access schools, health services, cultural sites, and activities at the level of accessibility before resettlement? • Are income and livelihood restoration activities being implemented as set out in the income restoration plan? For example, utilizing replacement land, the commencement of production, numbers of PAPs trained and provided with jobs, micro-credit	•Entitlements disbursed, compared with number and category of losses set out in the entitlement matrix. • Disbursements against timelines. • Identification of the displaced persons losing land temporarily, e.g., through the soil disposal, borrow pits, contractors' camps, been included. • Timely disbursements of the agreed transport costs, relocation costs, income substitution support, and any resettlement allowances, according to schedule. • Provision of replacement land plots. • Quality of new plots and issue of land titles. • Restoration of social infrastructure and services. • Progress on income and livelihood restoration activities being implemented as defined out in the income restoration plan, for example, utilizing replacement land, the commencement of production, the number of the displaced persons trained in employment with jobs, microcredit disbursed, number of income-generating activities assisted. • Affected businesses receiving entitlements, including transfer and payments for net losses resulting from lost business.

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	disbursed, the number of income-generating activities assisted? • Have affected businesses received entitlements including transfer and payments for net losses resulting from lost business and stoppage of production?	

5.2.3.2 Secondary Data Collection

Secondary data came mainly from the Internal Monitoring Reports (IMR) of the NSCR-EX Project Management Office (PMO)-Department of Transportation:

- Internal Monitoring Report
- Quarterly Monitoring Report
- Resettlement Action Plan (RAP)
    - Resettlement Plan Malolos-Clark Railway Project (Solis-Blumentritt Section) January 2022
    - Resettlement Action Plan for Landowners, Non-Landowners and Non-Resident Business Owners, North-South Commuter Railway Project – Calamba Extension Manila 2 (Blumentritt-Paco Section), December 2022
    - Resettlement Action Plan for Landowners, Non-Landowners and Non-Resident Business Owners, North-South Commuter Railway Project – Calamba Extension (Makati-Buli Section), December 2022
    - Resettlement Action Plan for Landowners, Non-Landowners and Non-Resident Business Owners, North-South Commuter Railway Project – Calamba Extension (Tunnel Section), December 2022
    - Resettlement Action Plan for Landowners, Non-Landowners and Non-Resident Business Owners, North-South Commuter Railway Project – Calamba Extension (Muntinlupa-Calamba Section), June 2022

5.2.4 Compliance Monitoring on the Delivery of Entitlements in SCRP

For this component, the IA has undertaken the following activities for this monitoring period:

- For this reporting, activities have been limited to the drafting, serving and delivering of Notice of Taking, preparation of Request for Donation and Offer to Buy.
- The Customer Information Sheet (CIS) data gathering for LBP account opening for NLO with estimate total compensation less than PHP 500K is ongoing.
- Meeting with LBP regarding guidance for appraisal computation was conducted on September 21, 2022, to firm-up some of the details for the computation of some structures.

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5.3 Livelihood and Income Restoration Monitoring

5.3.1 Overview, Objectives and Methodology

This section provides an update on the external monitoring report on the Livelihood Restoration and Improvement Program (LRIP) of the South Commuter Rail Project for the period January -June 2023.

With reference to the Updated RAPs of the SCRP the objective of the LRIP is to assist PAPs whose livelihoods are adversely affected by the project, to restore their income generating capacity to at least pre-project level. To achieve such, the approaches are (i) restoration of current livelihood, and (ii) introduction of alternative livelihood.

One of the roles of the EMA is to verify and validate the results of the internal monitoring report by applying several methods or means of verification to establish the findings. This report focuses on the status, compliance, and accomplishments vis-a vis achievement of the LRIP objectives, and recommends appropriate measures needed to achieve the purpose of the LRIP.

Overall, the Semi-Annual Monitoring Report[6] ascertains the findings on the extent of the LRIP implementation which are taken from the following activities and sources of information:

- Reviewing the results of the Internal Monitoring SMR (October 2021-March 2022)
- Interviewing Key informants and other stakeholders (government entities, barangay heads, owners of affected establishments
- Administration of a household survey

5.3.2 Baseline Information of PAPs

The baseline information of PAPs is provided in the Updated RAPs (2022) and the Internal Monitoring Reports and Quarterly Monitoring Reports as

[6] [6]October 2021-March 2022 -EMA conducted by Lichel Technologies

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Table 5-6: Categories/Types of Affected Livelihood (SCRP)

Type of Affected	Manila PO-LO	Manila PO-NLO	Manila 2	Makati Buli	Tunnel Section	Muntinlupa-Calamba LO	Muntinlupa-Calamba NLO
Affected standalone micro- and home-based business	54	94	513	682	8	772	1,313
Affected standalone small business	6		29		312	617	
Employees losing employment from affected business	213	46	270	1,567		2,329	84
Wage-based income earners who opt to discontinue employment and look for job near relocation site	1,739		4286	20			
Unemployed person of Working Age and in Low-Income HH					337		
Vulnerable APs	172	249	1,380	1,383	9	778	2,988

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5.3.2.1 Livelihood Restoration Measures

There are various types of LRP assistance to ensure PAPs livelihood is restored to former or better. These are identified in Table 4-10 below.

Table 5-7: Types of LRP Assistance

Other Types of LRP Assistance	Description	Responsible Agency
Financial Management training	• Effective management of financial resources • Setting Financial Goals • Organizing Finances	PESO and DTI
Alternative site to continue business/farming operations	Assistance to identify and secure replacement business operating sites or replacement farming land using their compensation	LGU
Assistance for loan:	Pondo sa Pagbabago at Pag-asenso Soft loan ranging from P5,000-P200,000 depending on the size of the business and the enterprise's ability to pay. Livelihood Seeding Program PhP5,000 worth of goods sari-sari store, bigasan (rice store), rug making, etc. Loan Assistance Program for Small and Medium businesses P5,000 per beneficiary Loan assistance for farmers P10,000-P15,000 per farmer	DTI, DSWD and DA
Vocational training enterprise	Various Skills training	TESDA
Entrepreneurial Training	DOLE Integrated Livelihood Program (DILP) or Kabuhayan Program	DOLE
Provision of Starter Kits	Livelihood package and tools for to restart their micro-business	DOLE /DTI
Job matching with project related employment	Current skills to match with project requirement	PESO
Re-establishment of micro-enterprise at resettlement site	Additional training and provision of Negokart	DOTr/NHA
Priority placement in railway Project works	Creation of job employment in project to skilled or semi-skilled PAPs	CESO, Contractor

5.3.2.2 Budget for LRIP

The estimated LRIP budget is **PhP13,519,000.00** for the LO and **PhP42,193,536** for the NLO. This comprises funds for vocational and financial management training, training allowances, livelihood rehabilitation assistance for vulnerable groups, and transportation costs for businesses. In the event that the budget for training will not be sufficient to accommodate all eligible APs, DOTr will provide the necessary additional budget.

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Table 5-8: Estimated LRIP Budget – Solis Blumentritt (LO)

Activity	Estimated Participants	Cost (PhP)	Frequency	Total Cost (PhP)
1. Vocational training	349[7]	10,000[8]	1 training	3,490,000
2. Financial management training	266[9]	5,000	1 training	1,330,000
3. Training Allowance*	615[10]	200	30 days	3,690,000
4. Livelihood Rehabilitation Assistance for Vulnerable Groups	172	15,000	Once	2,580,000
5. Transportation cost for businesses	60[11]	20,000 per truck	Once	1,200,000
Sub-Total				**12,290,000**
LGU Management Fee (10% of direct costs)				1,229,000
Total LRIP Estimate				**13,519,000**

Table 5-9: Estimated LRIP Budget – Solis Blumentritt (NLO)[12]

Activity	No. of Estimated Participant	Unit Cost (PhP)	Frequency		Total (PhP)
For Micro-business Owners Within the PROW					
Enterprise/livelihood training with starter kits	14	15,000	1	1 training	210,000
Transportation allowance during enterprise/livelihood training	14	100	35	35 days	49,000
Physical transfer of a temporary accommodation with business space	14	2,100	1	1 day	29,400
Rental subsidy for livelihood space prior to transfer to the relocation site	14	10,000	3	3 months	420,000
Transactional cost for re-establishing a business or setting up an alternative business of entrepreneurs within the PROW	14	6,000	1	1 time	84,000
				Sub-total (a)	**792,400**
For Home-based Entrepreneurs					
Enterprise/livelihood training with starter kits	59	15,000	1	1 training	885,000
Transportation allowance during enterprise/livelihood training	59	100	35	35 days	206,500
Physical transfer of a temporary accommodation with business space	59	2,100	1	1 day	123,900
Rental subsidy for livelihood space prior to transfer to the relocation site	59	10,000	3	3 months	1,770,000

[7] 213 Affected employees, 14 home-based enterprises, 46 stand-alone businesses within ROW, 44 vulnerable households, and 32 unemployed AP in productive age and in low- income households.
[8] Average training costs including cost for starter kits if applicable.

[12] Source: Table VIII-8, MCRP RP Solis-Blumentritt Section Volume 1 Part 2 January 2022

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Activity	No. of Estimated Participant	Unit Cost (PhP)	Frequency		Total (PhP)
Transactional cost for re-establishing a business or setting up an alternative business for home-based entrepreneurs	59	6,000	1	1 time	354,000
				Sub-total (b)	**3,339,400**
For Entrepreneurs Who Rent Out Houses or Rooms					
Alternative enterprise/livelihood training with starter kits	21	15,000	1	1 training	315,000
Transportation allowance during enterprise/livelihood training	21	100	35	35 days	73,500
Physical transfer of a temporary accommodation with business space	21	2,100	1	1 day	44,100
Rental subsidy for an alternative livelihood space prior to transfer to the relocation site	21	10,000	3	3 months	630,000
Transactional cost for setting up an alternative business for entrepreneurs who rent out houses	21	6,000	1	1 time	126,000
				Sub-total (c)	**1,188,600**
For Employees to Lose Employment					
NC II vocational training with starter kits	46	15,000	1	1 training	690,000
Transportation allowance during vocational skills training	46	100	35	35 days	161,000
Cost of pre-employment required documentation	46	2,000	1	1 time	92,000
Enterprise/livelihood training with starter kits	46	15,000	3	3 months	2,070,000
Transportation allowance during enterprise/livelihood training	46	100	1	1 time	4,600
Transactional cost for setting up a new business for affected employees who are into enterprise	46	6,000	1	1 Time	276,000
				Sub-total (d)	**3,293,600**
For Vulnerable APs					
(i) Below Poverty Threshold					
Enterprise/livelihood training with starter kits	8	15,000	1	1 training	120,000
Transportation allowance during enterprise/livelihood training	8	100	35	35 days	28,000
Physical transfer of a temporary accommodation with business space	8	2,100	1	1 day	16,800
Rental subsidy for livelihood space prior to transfer to the relocation site	8	10,000	3	3 months	240,000
Transactional cost for re-establishing a business or setting up an alternative business for enterprise-based APs who are below the poverty threshold	8	6,000	1	1 time	48,000
NC II vocational training with starter kits	83	15,000	1	1 training	1,245,000
Transportation allowance during vocational skills training	83	100	44	44 days	365,200
Cost of pre-employment required documentation	83	2,000	1	1 time	166,000
				Sub-total (e)	**2,229,000**
(ii) Households Headed by Solo Parents					
Enterprise/livelihood training with starter kits	10	15,000	1	1 training	150,000
Transportation allowance during enterprise/livelihood training	10	100	35	35 days	35,000

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Activity	No. of Estimated Participant	Unit Cost (PhP)	Frequency		Total (PhP)
Physical transfer of a temporary accommodation with business space	10	2,100	1	1 day	21,000
Rental subsidy for livelihood space prior to transfer to the relocation site	10	10,000	3	3 months	300,000
Transactional cost for re-establishing a business or setting up an alternative business for enterprise-based households headed by solo parents	10	6,000	1	1 time	60,000
NC II vocational training with starter kits	84	15,000	1	1 training	1,260,000
Transportation allowance during vocational skills training	84	100	44	44 days	369,600
Cost of pre-employment required documentation	84	2,000	1	1 time	168,000
				Sub-total (f)	**2,363,600**
(iii) Households Headed by the Elderly					
Enterprise/livelihood training with starter kits	66	15,000	1	1 training	990,000
Transportation allowance during enterprise/livelihood training	66	100	35	35 days	31,000
Physical transfer of a temporary accommodation with business space	66	2,100	1	1 day	138,600
Rental subsidy for livelihood space prior to transfer to the relocation site	66	10,000	3	3 months	1,980,000
Transactional cost for establishing a cooperative or people's organization per relocation site	66	5,000	1	1 time	330,000
				Sub-total (g)	**3,669,600**
(iv) Households Whose Member is the PWD					
Enterprise/livelihood training with starter kits	5	15,000	1	1 training	75,000
Transportation allowance during enterprise/livelihood training	5	100	35	35 days	17,500
Physical transfer of a temporary accommodation with business space	5	2,100	1	1 day	10,500
Rental subsidy for livelihood space prior to transfer to the relocation site	5	10,000	3	3 months	150,000
Transactional cost for re-establishing a business or setting up an alternative business for enterprise-based AHs with a PWD	5	6,000	1	1 time	30,000
NC II vocational training with starter kits	16	15,000	1	1 training	240,000
Transportation allowance during vocational skills training	16	100	44	44 days	70,400
Cost of pre-employment required documentation	16	2,000	1	1 time	32,000
				Sub-total (h)	**625,400**
For Wage-Based Aps (202 wage-based PAPs who are contractual/casual/seasonal/intermittent employees)					
NC II vocational training with starter kits	202	15,000	1	1 training	3,030,000
Transportation allowance during vocational skills training	202	100	35	35 days	707,000
Cost of pre-employment required documentation	202	2,000	1	1 day	404,000
Enterprise/livelihood training with starter	202	15,000	3	3 months	9,090,000

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Activity	No. of Estimated Participant	Unit Cost (PhP)	Frequency		Total (PhP)
kits					
Transportation allowance during enterprise/livelihood training	202	100	1	1 time	20,200
Transactional cost for setting up a new business for affected employees who are into enterprise	202	6,000	1	1 time	1,212,000
				Sub-total (i)	**14,463,200**
Sum (k=a+b+c+d+e+f+g+h+i)					**31,964,800**
Contingency (l=kx20%)					**6,392,960**
Total Direct Costs (m=k+l)					**38,357,760**
LGU Management Fee (n=direct costs (m)x10%)					**3,835,776**
Grand Total Estimated LRIP Budget (m+n)					**42,193,536**

5.3.2.3 Monitoring Indicators

The monitoring indicators provided below will be used as framework to assess the progress and compliance on the LRIP. This will determine the performance of the intervention against the targets and timing of accomplishments.

As of this Report, these indicators are not yet applicable to Solis Blumentritt since the LRIP has not started yet.

Table 5-10: Monitoring Indicators SCRP

	Vocational Training			Assistance to Secure Soft Loan			Job Matching		
Area	**Eligible APs**	**APs who Availed**	**%**	**Eligible APs**	**APs who Availed**	**%**	**Eligible APs**	**APs Employed**	**%**
Manila PO	178			178			497		
Manila 2	1,922			1,922			2,009		
Makati	336			336			1,508		
Taguig	1,323			1,323			2,731		
Parañaque	197			197			531		
Muntinlupa	1,212			1,212			3,906		
San Pedro	437	39		437			880		
Biñan	1,439			1,439			3,077		
Sta. Rosa	399			399			835		
Cabuyao	204			204			606		
Calamba	1,475	40		1,475			2,700		
Banlic (Calamba)	323			323			351		
TOTAL	**9,445**			**9,445**			**19,631**		

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Output Indicators:

The output indicators are established to evaluate the outcomes or results of the LRIP. This will be undertaken during the performance evaluation period towards the end of monitoring period.

- **Income:** Household incomes restored to pre-displacement levels may be used to determine this)
- **Business:** Successful reestablishment of business / establishment of new business
- **Jobs / employability:** Continued employment in same business / involvement in same livelihood activity at pre-displacement levels
- Satisfaction of PAPs of the livelihood restoration program (including perception of outcome of interventions)
- Average time between displacement impact and delivery of livelihood restoration program

5.3.2.4 Project Conducted Activities

As of this reporting, the following activities were conducted relative to the LRIP implementation:

- Pre-implementation activities including LRIP Orientation and Training Needs Assessment SES.
- Financial Literacy and Management Training conducted by Good Neighbors International – Philippines (GNIP).
- Vocational/Enterprise training for 39 APs in San Pedro, Laguna and 40 APs in Calamba, Laguna.

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5.4 Grievance Redress Mechanism Monitoring

5.4.1 Scope of Work

The Scope of Work for the GRM covers the following: - Assess the extent to which consultation and disclosure activities are inclusive, accessible, and effective in conveying key information from the RAPs as well as provide conditions for Project-Affected Persons (PAPs) to contribute to decision-making which affects them such as resettlement and livelihood restoration.

Review the effectiveness of the Grievance Redress Mechanism (GRM), its accessibility and its responsiveness to resolving complaints.

In relation to the above, the methodology involves the following:

- Review of the effectiveness of the GRM and the status of grievance resolution. This will include interviews with the Project Management Office (PMO) and organizations responsible for GRM implementation, review GRM documentation, and gathering information from interviews with PAPs on accessibility and effectiveness of the GRM.

- Review of the effectiveness of the consultation process conducted during project preparation and implementation. The EMA will review the meaningful consultations conducted with the PAPs and review the completeness and timeliness of information provided and whether the process was inclusive or not. The EMA will also review the consultation process for determining housing and livelihood options including whether PAPs had adequate opportunity to present their ideas and suggestions.

The RAP Monitoring Indicators are listed below:

Consultation and Grievances

- Consultations organized as scheduled including meetings, group, and community activities
- Knowledge of entitlements by the displaced persons
- Use of the GRM by the displaced persons
- Information on the resolution of the grievances
- Information on the implementation of the social preparation phase
- Information of special measures for Indigenous Peoples(IPs) Communication and Participation
- Number of general meetings (for both men and women)
- Number of women out of total participants
- Number of meetings exclusively with vulnerable groups
- Number of meetings between hosts and displaced persons
- Level of participation in meetings (of women, men, and vulnerable groups)
- Level of information communicated–adequate or inadequate
- Information disclosure
- Translation of information disclosure in the local languages

5.4.2 Grievance Redress Mechanism (GRM) Monitoring

This external monitoring report covers the 5th Semi-Annual External Monitoring Report (1st Half of 2023) for the Solis-Calamba segment. A review of DOTr's Social Monitoring Report from January to June 2023 South Commuter Railway Project was undertaken. The RAPs for Landowners, Non-Landowners, and Non-Resident Business Owners of the NSCR Project-Calamba Extension Manila 2 (Blumentritt-Paco Section) and for NSCR Project-Calamba Extension (Makati-Buli Section), both dated December 2022, were used as reference documents. Likewise, the RAP for Landowners, Non-Resident

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Business Owners, and Farm Operators for the NSCR Project Muntinlupa-Calamba Section dated June 2022 was also referred to.

5.4.3 Status of the GRM

The Central GRM Team of the MCRP PMO continued to provide services in receiving complaints through the central hotline and mobile help desks. As of June 2023, The Central GRM Team consists of one GRM Team Leader, two SC Central GR Officers, two N2 Central GR Officers and three back-up Officers from other Divisions of the NSCR-Ex PMO. Additional staff is proposed to augment the Central GRM Team.

The operation of the local help desks has been postponed. Instead, the mobile help desks received grievances and inquiries from the APs. For specific technical concerns needing specific responses, these were forwarded to the Central GRM. Grievances were also received by the contractors and other project staff and forwarded to the Central GRM.

The DOTr launched an electronic grievance redress mechanism (eGRM) in collaboration with the ADB on September 14, 2022. Through the eGRM, complaints sent through the online grievance forms and SMS will be automatically entered into the database. The APs will be able to directly send grievances and concerns to the Central DOTr grievance officers and can be responded to through the same portal. Since there are new features on the eGRM and Website, orientation trainings have been conducted to update the local GR Officers on the changes.

GRM IEC materials such as posters, brochures and pamphlets developed by the DOTr Central GRM Team were distributed to affected LGUs and were made available at the Municipal/City Halls and/or affected barangays.

Table 5-11: Status of RAP-related Grievance

	Received			On-going			Resolved		
	Land and Structure Acquisition	Relocation and Resettlement	Livelihood and Employment	Land and Structure Acquisition	Relocation and Resettlement	Livelihood and Employment	Land and Structure Acquisition	Relocation and Resettlement	Livelihood and Employment
Manila (Blumentritt)	3	4	0	0	0	0	4	3	0
Makati	3	8	0	0	3	0	3	5	0
Paranaque	0	4	0	0	0	0	0	4	0
Taguig	7	15	0	0	3	0	7	12	0
Muntinlupa	2	17	0	0	1	0	2	16	0
San Pedro	5	14	0	0	1	0	5	13	0
Binan	1	1	0	0	0	0	1	1	0
Sta. Rosa	2	4	0	0	0	0	2	4	0
Calamba	4	18	0	0	0	0	4	18	0
Total	27	85	0	0	8	0	28	76	0

Source of Basic Data: Quarterly Internal Monitoring Report No.14 for Land Acquisition and Resettlement January-March 2023 NSCR-Ex PMO-DOTr, Quarterly Internal Monitoring Report No.15 for Land Acquisition and Resettlement April-June 2023.

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5.4.4 GRM Channels

In terms of GRM channels, short messaging were the most used channels (34%), while the personal/walk-in and electronic mail were least used. There are GRM Committees at the LGU level where consultants and contractors participate, and where some grievances can be resolved.

5.4.5 GRM Levels

The GRM have three levels, namely:

1st Level–Help Desk/Grievance Desk

2nd Level–2A- Project Management Office level

2B-RAP Implementation and Management Committee (RIMC)/Local Inter-Agency Committee (LIAC)

2C- Project Inter-agency Committee (PIAC)

PIAC. The PIAC is yet to be reconvened by the DOTr. Due to the transition in key positions within the DOTr and other concerned national agencies, it was difficult to gather the Committee members. Fortunately, there were no urgent policy decisions required from the PIAC during this reporting period. Meanwhile, the DOTr continues to hold online coordination meetings with key shelter agencies (KSAs) and other national agencies (NGAs) involved in the implementation of the RAP. The PMO still plans to have a working meeting before the end of the year.

RIMC. The majority of the LGUs have newly elected Mayors and local officials as a result of the last May 2022 elections. The RIMC MOA has to be revised to reflect change in signatories only and with no major changes in the content of the MOA. All the Memorandum of Agreement (MOA) on the creation of the RIMC is currently on-going review by DOTr for Manila and Muntinlupa. The RIMC is still for discussion with the remaining LGUs.

LIAC. All LGUs have completed the creation of the LIAC. Several LIAC meetings were held from January to June 2023:

Table 5-12: LIAC Meetings Conducted from January to June 2023

DATE	ACTIVITY
March 2023	• Sta. Rosa LIAC meeting conducted • Binan LIAC meeting conducted • Cabuyao LIAC meeting conducted • Calamba LIAC meeting conducted
April 2023	• Manila LIAC meeting conducted • Taguig LIAC meeting conducted • Paranaque LIAC meeting conducted • Sta Rosa LIAC meeting conducted • Calamba LIAC meeting conducted
May 2023	• Taguig LIAC meeting conducted • Paranaque LIAC meeting conducted • Biñan LIAC meeting conducted • Cabuyao LIAC meeting conducted • Calamba LIAC meeting conducted
June 2023	• Taguig LIAC meeting conducted • Muntinlupa LIAC meeting conducted • Calamba LIAC meeting conducted • Cabuyao LIAC meeting conducted

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Source of Basic Data: Quarterly Internal Monitoring Report No.14 for Land Acquisition and Resettlement January-March 2023 NSCR-Ex PMO-DOTr, Quarterly Internal Monitoring Report No.15 for Land Acquisition and Resettlement April-June 2023.

5.5 Consultation and Participation Monitoring

The Stakeholder Consultation Meetings (SCM) were already held during the Feasibility Study (FS) and Detailed Design (DD) phases. Three rounds of SCMs were conducted during the FS phase and two rounds during the DD phase.

All movement restrictions have been generally lifted and health standard protocols should be observed. The opportunities for more face-to-face meetings increased. The DOTr PNR conducted a series of online and face-to-face meetings with the LGUs and partner agencies. A series of small group meetings was also held per LGU to update them on the latest project timeline and relocation/housing concerns. The small group face-to-face meetings provided intimate open forums including the distribution of Project Information Brochures (PIBs) with attached feedback forms from the APs. Follow-up calls to some community leaders and APs were also conducted.

A second survey on relocation preference was conducted on July 20-26, 2022 due to the failure of negotiations with the Manila LGU. The Manila LGU is the owner of the preferred in-city relocation site in the initial PIB relocation survey previously conducted. The current identified off-city relocation sites are in Carissa Homes, Tanza, Cavite and the Osorio Property in Trece Martires City, Cavite. The SHFC initiated consultation activities with the Tanza LGU that Carissa Homes Phase 8 will be developed as a relocation site.

The DOTr continuously conducted public consultations using three available options, as follows: on-site classroom, on-site open area, and online meetings. In particular, on September 29 and 30, 2022, the 2nd Round of ADB Mission Field Visit to resettlement sites was conducted.

The Beneficiary Selection Arbitration and Awards Committee (BSAAC) deliberation activities for all LGUs are ongoing. Regular Key Shelter Agency (KSA) coordination meetings are held to discuss the NHA prequalification results, BSAAC deliberation activities, site selection status, thematic workshop with receiving LGUs, LRIP workshop, social preparation activities and other issues and concerns for due diligence activities related to the masterlist finalization.

The one-stop shop activities were conducted in December 2022 for Manila and in November 2022 for Taguig. These activities focus on facilitating and providing assistance to the Non-Landowner APs in securing applicable requirements.

The following were different consultation activities held from January to June 2023:

Table 5-13: Consultation Activities Undertaken from January to June 2023

Date	Particular
January 10, 2023	Brief discussion with LOs of Brgy. 224 City of Manila, under the registered name of SHIHSIE Kwanren Inc.
January 24, 2023	Special Consultation Meeting with LOs of Brgy. 224 City of Manila
January 24, 2023	Special Consultation Meeting with LOs of Brgy. 227 City of Manila
January 24, 2023	140/188 or 74.47% PAPs attended the first Community Organizing Workshop in preparation forthe creation of HOA
January 31, 2023	Consultation Meeting with Biñan Landowners
February 9, 2023	Coordination Meeting with Greencross, landowner of lot affected by FTI station entrance
February 15, 2023	The activity aims to discuss and re-orient APs with the project and answer some queries, especially the processing and submitting of their requirements.

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Date	Particular
February 22, 2023	Coordination Meeting with Wellfortune Realty Inc.
February 20, 2023	The activity aims to discuss and re-orient APs with the project and answer some queries, especially for processing and submitting their requirements and as part of the Social Preparation
February 20, 21 and 22, 2023	The activity aims to conduct community dialogue with the project-affected persons to get their complaints or any concerns regarding the project, particularly the relocation site.
March 3, 2023	Coordination Meeting with PUSCO
March 7, 2023	Meeting with Tanyag Bagumbayan Industrial Commercial Association Incorporated (TBICAI)
March 14, 2023	Brief discussion with LOs of Brgy. 428 City of Manila
March 23, 24 & 27, 2023	1st Community Assembly for Good Census Non-Land Owner Project-Affected Persons (NLO-PAPs) of Barangay Pio Del Pilar, Makati City
March 29, 2023	1st Community Assembly for Good Census Non-Land Owner Project-Affected Persons (NLO-PAPs) of Barangay San Antonio, Makati City
April 4, 2023	Stakeholder's Coordination Meeting with B. Posadas & Sons, Inc. / Fraval Realty, Inc. Properties in Brgy. 815, Paco Manila
April 14, 2023	Coordination with the City Government of Biñan and All Affected Barangays on the Conduct of Public Information Brochure (PIB) Relocation Option Re-survey
April 17, 2023	Orientation re: Resurvey PIBs newly approved Relocation sites at Cabuyao LGU
April 20, 2023	Coordination Meeting with Mr. and Mrs. Muya Landowners in Banlic Depot
May 08, 09, and 12, 2023	CIS Survey Activity - Sweeping
May 08, 10 and 11, 2023	Data collection to open the CIS/LBP accounts
May 11, 2023	PNR Track Recovery Meeting
May 15, 2023	Conduct Land Bank of the Philippines (LBP) Client Information Sheet (CIS) Interviews for Non-Landowner Project-Affected Persons (NLO-PAPs)
May 16 and 18, 2023	Data collection to open the CIS/LBP accounts
May 16, 18, 23 and 26, 2023	Data collection to open the CIS/LBP accounts
May 17, 2023	Consultation Meeting with Zone 3 Homeowner's Association
May 23, 2023	LRIP Orientation and Training Need Assessment (TNA) – for Non-Landowner (NLO) Project-Affected Persons (PAPs)
May 25, 2023	Coordination Meeting with Mr. and Mrs. Casacop landowners in San Pedro, Laguna
May 29, 2023	CIS for the opening of the LBP Account of the NLO PAPs
May 30, 2023	Coordination Meeting with Heirs of Thelma Clemente landowners in Banlic (Depot) Calamba, Laguna
June 01, 06, 07, 08, 09, and 14, 2023	Conduct of Customer Information Sheet (CIS) Survey for the opening of the Landbank of the Philippines (LBP) Cash Card Account of the Non-Landowners Project Affected Persons (NLO PAPs)
June 2, 2023	Coordination with Barangay San Antonio regarding affected Creek
June 5, 2023	Stakeholders Consultation Meeting with Diocese, landowner of affected lot in Cabuyao
June 8, 2023	Stakeholders Consultation Meeting with Legitimate Homeowners Association of Rayos Del Sol (LHOARDS) Inc.
June 22, 2023	Meeting with Department and Agrarian Reform (DAR) Officials and Landowner in Banlic Depot Re: Thelma Clemente property (100010)
June 28, 2023	General Assembly and Signing of Easement Survey of Private Landowners affected by NSCR- Ex Tunnel Section

Source of Basic Data: Quarterly Internal Monitoring Report No.14 for Land Acquisition and Resettlement January-March 2023 NSCR-Ex PMO-DOTr, Quarterly Internal Monitoring Report No.15 for Land Acquisition and Resettlement April-June 2023.

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5.6 Issues and Concerns

- Some lots affected in Taguig LGU are covered by Proclamation 124 and the landowner-claimants are holding Certificates of Eligibility for Lot Awards (CELA) which is not considered equivalent to a Transfer Certificate of Title (TCT). Some landowner-claimants have failed to convert this CELA into a TCT by applying through the appropriate government agency.
- There is initial apprehension on the switch from row housing to low/medium rise building as relocation site.
- The eGRM platform needs to be fully operational. The central GRM Team is waiting for additional staff.
- It is expected that a surge in the volume of grievances and concerns will come from the South segment.
- The PIAC is yet to be reconvened by the DOTr. Likewise, the RIMC MOA for some LGUs is still to be approved and signed by the local executives.
- The absence of physical help desks at the LGU level affects timely receipt of grievances and responses.
- Also, there is a delay in receiving grievances filed from other agencies, like e.g., the PNR Hotline, Citizen's Complaint Hotline (8888).
- The online Zoom platform is used for discussions and consultations, but some APs have no access.
- The resources for the GRM operation are not sufficient. The concerned LGUs have yet to allocate funds for the GRM operation.

5.7 Conclusion and Recommendations

- The DOTr will continuously oversee and enjoin LGUs that LIAC meetings should be held regularly in each LGU. The agreement with DHSUD on their role in coordinating with the LGUs should be pursued.
- There is possible consideration of increasing Focal Persons/Case Handlers as GRM Ambassadors.
- Promote close coordination with the other agencies receiving grievances to ensure that all project-related concerns are addressed.
- Disseminate information on the eGRM.
- Maximize the use of the online central database that allows GRM Officers/Focal Persons to keep track of resolved, pending and ongoing grievances. Additional staff should be placed at the Central GRM.
- The DOTr should continue to orient and present to newly-elected officials regarding the RIMC MOA.
- The RIMC will also be established to address concerns and issues not addressed by the LIAC relating to APs.

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